

## Remote Equipment Troubleshooting

- The following document will describe how to troubleshoot a remote communications problem.
- The first thing that should be done is to ask a battery of questions that the customer will most likely not know the answer to. While the tech is querying the customer, he or she should be dialing in to administrate. After dialing in, the tech should try to determine what kind equipment the customer is using to communicate with the remote store. One of the best ways to determine this is to ask another tech what kind of equipment that particular company has.
- There are two different classes of communication that advantage supports. Within these two different classes there are two different types of protocols. The two different classes are point to point and frame relay. The two different protocols are serial and tcp/ip.
- The devices advantage supports for our serial (digi) point-to-point communications are ATL6410 CSU/DSU and FASTCOMM CSU/DSU. The device supported for serial connections using frame relay are FASTCOMM FRAD. The devices that advantage supports for tcp/ip connections are OSICOM routers and FASTCOMM ETHER FRADS.

Grn 01/24/02